



**Job Description: Business Support Officer 6 month contract with possibility of extension**

**Hours of work: 37.5 hours per week Monday-Friday or part time considered for the right candidate**

**Annual Leave: 25 days FTE**

**Salary: £19,000**

**Contract: Fixed term**

**Employed by: Involve Kent**

**Responsible to: Senior Management Team and Business Manager**

**Based: Turkey Mill, Maidstone (Please note due to COVID-19 restrictions also required to work from home)**

**Purpose of the role:**

**Involve Kent aims to improve health and empower people and communities to live well and is currently expanding services across Kent agreeing new contracts with local councils and NHS primary care networks. The Business Support Officer will take on a new role supporting the Senior Management Team, Business Manager and Involve Services including administrative duties, recruitment, data reporting and collation.**

### **Key tasks and responsibilities**

- Welcome visitors to head office and deal with general enquiries.
- Take calls or messages for the Senior Management Team, liaise with visitors, make appointments, and respond to enquiries.
- Use the Involve CRM to extract data and use this to compile funders report and track project KIP's.
- Order stationery supplies, maintain stock and ensure the office area is kept safe and tidy.
- Deal with incoming and outgoing mail, e-mails, photocopying/scanning, shredding.
- Produce minutes for meetings and send minutes and documents to relevant parties.
- Book meeting rooms or venues and deal with preparations for use such as arranging refreshments, ensuring access.
- Ensure that all correspondence produced is to a high standard in line with Involve Kent's Quality Policy.
- Attend staff meetings and training
- Any other administrative or support task required for the effective running of the organisation.

## Recruitment

- Advertise Involve Kent roles on the internet and through social media channels.
- Sort applications received and respond to initial enquiries from potential candidates.
- Liaise with the Senior Management Team throughout the selection process.
- Book interviews with candidates, ensure that meeting rooms are arranged, and that relevant staff are provided with details and produce all documentation required.
- Liaise with successful candidates until start date and inform unsuccessful candidates of the outcome.
- Record all details of the recruitment process and applicants in the correct files and ensure that records are destroyed in accordance with our Data Retention Policy.
- Ensure the Equal Opportunities and Diversity policy is always implemented and followed.
- Maintain awareness of HR and employment law practice.

## Involve Kent Service support

- Process Kent Carers Emergency Card applications through an external website, record these on the CRM database and post with relevant documentation to client.
- Assist with maintaining the Kent Carers Emergency Cards website cancelling cards no longer required and ensuring regular contact takes place with clients to update records.
- Produce reports and track KPI's by extracting large amounts of data from the CRM database and manipulating the data to producing high quality and accurate reports on services provided to clients for distribution to our funders
- Adding and updating partner organisation and other details stored on the CRM database.
- Any other administrative tasks required to support Involve Kent services

<b><u>Person Specification</u></b>	<b><u>Essential</u></b>	<b><u>Desirable</u></b>
Strong organisational skills, including managing a varied workload and the ability to meet strict deadline and targets	X	
Experience of handling, analysing and interpreting data and summarising the results in reports.	X	
Excellent interpersonal and communication skills (written and verbal), when dealing with all levels of staff, clients, and external partners.	X	
Excellent knowledge of Microsoft Office (Word, Excel, PowerPoint, Outlook, Teams).	X	
Ability to take accurate notes and minutes of meetings.		X
Knowledge of the services provided by Social Care, Health and Wellbeing.		X
Awareness of Data Protection and confidentiality issues.	X	
Experience of working with databases, including data entry with a high level of accuracy.	X	
Knowledge and understanding of different recruitment processes.		X
Have a 'can-do', positive attitude.	X	
Experience of working as part of a wider team and working alone.	X	